

AMENDED IN ASSEMBLY APRIL 23, 2007

CALIFORNIA LEGISLATURE—2007–08 REGULAR SESSION

ASSEMBLY BILL

No. 865

Introduced by Assembly Member Davis

February 22, 2007

An act to amend Section 11022 of the Government Code, relating to state agencies.

LEGISLATIVE COUNSEL’S DIGEST

AB 865, as amended, Davis. State agencies: live customer service agents.

Existing law requires each state agency to establish a procedure whereby incoming telephone calls on any public line shall be answered within 10 rings during regular business hours, subject to certain exceptions.

This bill would *name these provisions the “State Agency Live Customer Service Act.”* It would require each state agency to answer an incoming call with a live customer service agent *or automated telephone answering equipment with an automated prompt that allows a caller to select the option to speak with a live customer service agent*, subject to certain exceptions.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 11022 of the Government Code is
2 amended to read:

1 11022. (a) *This section shall be known and may be cited as*
2 *the “State Agency Live Customer Service Act.”*

3 (b) Each state agency shall establish a procedure pursuant to
4 which incoming telephone calls on any public line shall be
5 answered by a live customer service agent, *or automated telephone*
6 *answering equipment in accordance with subdivision (c)*, within
7 10 rings during regular business hours as set forth in Section 11020,
8 except when emergency or illness requires adjustments to normal
9 staffing levels.

10 (c) *During regular business hours, as set forth in Section 11020,*
11 *the headquarters of every state agency that uses automated*
12 *telephone answering equipment shall have for all incoming*
13 *telephone calls on a public line, an automated prompt that allows*
14 *a caller to select the option to speak with a live customer service*
15 *agent and shall have a live customer service agent available for*
16 *this purpose.*

17 (d) *Subdivision (c) does not apply to the following:*

18 (1) *Field offices.*

19 (2) *Telephone lines dedicated as hotlines for emergency services,*
20 *telephone lines dedicated exclusively to providing general*
21 *information, and any system that is designed to permit an*
22 *individual to conduct a complete transaction with a state agency*
23 *over the telephone solely by pressing one or more touch-tone*
24 *telephone keys in response to automated prompts.*

25 (e) *For the purposes of this section, “headquarters” means the*
26 *office of the agency located in Sacramento, California, or where*
27 *the director or head of the agency is located.*